

# AVAYA



## Avaya INDeX<sup>®</sup> Solutions Personal Productivity

Through Unified Communication



Converged Voice and  
Data Networks  
Customer Relationship  
Management

Unified Communication

Supported by:  
Avaya Labs and Services

Communication without boundaries

## What is Personal Productivity?

Many business practices have changed from the traditional desk bound environment. Many companies have staff who work away from the office either because they are out visiting clients or suppliers, or because they work from home. Some of these staff will split their time between the office and remote working. There are an increasing number of support functions in business where staff are in the office but not often at their desk. With the volumes of telephone calls and emails rising, many employees are required to deal with a growing number of messages coming into the business. Personal Productivity is about enabling all staff, wherever they happen to be, to work in the most efficient way. It is about providing the tools to help make it easier to manage their time so that they are actually working productively for the maximum percentage of the working day.

## Getting the most out of your People

### Supporting Staff who are not desk bound

Many companies now provide support functions within their business. The nature of these support functions means that these staff are not often at their desks but will be somewhere on site. In addition, it is often imperative that these staff are always contactable to deal with urgent issues. Other business structures will require supervisors or team leaders who equally are not sedentary when in the office. Some of these people will even need to move from one office to another if they provide cross-functional support or if their teams are spread across more than one location. We can often find it a challenge to ensure that these staff have the ability to receive calls wherever they are on site. This can lead to them being less efficient than we would like when dealing with new requests or customer calls.

With the Avaya INDeX we are able to address this issue. The INDeX has a range of cordless telephony options to suit our business needs. It can support cordless working within an office but can also offer it across offices so that staff who work between locations can simply take their cordless handset with them. This keeps them in contact with their internal and external customers wherever they happen to be. In addition, the Avaya INDeX cordless handset offers facilities to the user that are often associated with a desktop terminal. This allows mobile staff to handle calls as efficiently as they could at their desk, with the ability to put calls on hold, pick up calls, transfer calls and access voice messages.



### Supporting staff who are not always in the office

The cost of providing space, desks and equipment for all staff is a significant overhead for businesses. With today's working practices, some of our staff will not be office based all of the time. It may not be a cost-effective solution to provide all of these staff with their own desk and other facilities, taking up floor space and other associated equipment. However, when these staff do come into the office, we still need to provide them with the facilities they need to work effectively. With the Avaya INDeX Hotdesking solution, we are able to solve this problem. Hotdesking is an application that allows staff to share desks and other facilities. Users can log on to the handset on the desk and it will assume their extension, voice mailbox and other personal telephony details. When they leave the office they can simply log off and calls can be redirected to their mobile, leaving the handset ready for the next person who needs to use it. This facility can be networked across different offices, which is particularly useful for staff who travel. They can drop into their nearest office and, in minutes, start working as if they had a fixed office location. Because this solution can also be deployed using cordless telephony, we can reduce costs and overheads even further because there is no need to have fixed telephony cables to the desktop.



### **Supporting staff out on the road**

When our staff are out of the office it can be difficult for us and for our customers to get in touch with them.

Customers can sometimes associate not getting through to the person they want to speak to with poor customer service. Since most of our mobile employees are likely to be in sales or other customer facing roles, this can become an issue. Many of these employees will have a variety of different working locations such as the office, the car, at home or even on customer sites. Distributing a list of all possible location contact numbers is probably not appropriate and, in any case, customers will not want to try each of these numbers to get through to the right person. Implementing the Avaya INDeX Personal Numbering option can help.

Personal Numbering is a facility that allows a user to set up the system so that calls coming into their office extension can 'follow' them to whichever number they are on at that particular time. When they move from that location, they can simply change the number they want to be reached on. This means that we can stay in contact wherever we are but with only one published telephone number.



### **Support for people working from home**

Many of us are starting to look at Homeworking as a real business solution. There are many advantages in implementing this solution. Overheads can be reduced, flexible working practices can help attract and retain high quality staff and we can benefit from a more geographically dispersed labour pool. In addition we often find that employees who work from home can deliver a higher level of output than their office based colleagues because of factors such as the removal of the potential stress of travelling into the office and the provision of a working environment with fewer distractions. The challenge to deploying a homeworking strategy is largely based on providing the right facilities to mirror those found in the office. We need to ensure that homeworkers have access to shared information - to email, to telephony services and to external sources of information such as the Internet.

The Avaya INDeX Homeworking package provides a simple solution to these issues. It offers secure access to the company LAN whilst giving us the option to determine what an individual has access to and when they have access to it. This means that homeworkers can have access to their email, shared resources and the Internet in just the same way that they would if they were sitting in the office. We can, therefore, help to ensure that they are working efficiently and productively when at home. By using Personal Numbering, we can set up an extension on the INDeX for them that can be presented to their home phone so their location is invisible to the outside world.

And, if our homeworkers do need to come in to the office on occasion, they can use the INDeX Hotdesking facility to start working productively immediately.

### **Dealing with messages efficiently**

Even when deploying the most effective technology for keeping our staff in touch, there will still be times when we are not contactable. When this happens we need to provide facilities for our callers to leave messages. The way in which these messages are handled can affect perceived levels of customer service. Callers want to know that if they leave a message they will get a response as soon as possible. Our staff, on the other hand, may be receiving messages in a variety of ways making it difficult to prioritise and to deal with messages efficiently. This can lead to delays in responding, which in turn can lead to dissatisfied customers.

The Avaya INDeX can help to address this issue. The voice messaging option on the INDeX allows us to provide a voice message box for all staff and even to set up group message boxes for team working. The facilities on the INDeX Voice Manager allow users to set personal greetings that can be changed on a daily basis to include the date, if desired, thus giving customers the reassurance that the mailbox is being accessed regularly and that their messages will be dealt with. Users can listen to, save and forward messages easily by using the voice manager prompts on the display of the Avaya 20 series terminals. This eliminates the need to learn access codes. Users can be notified when there is a message waiting so that they can respond as soon as they are free to do so, helping to ensure efficient message management.

The Avaya INDeX also provides Integrated Messaging. This is an option that allows both email messages and voice messages to be presented together allowing employees to effectively prioritise their responses and therefore making sure that the most important issues are dealt with first.

Both Voice Messaging and Integrated messaging can be offered to all staff whether they are in the office, office based, non desk bound, Hotdesking, mobile or working from home. This means that we can help to ensure that all employees are dealing efficiently with calls into our business, wherever they happen to be.



### **How easy will it be to manage?**

It is very important to look at the total cost to a business when deploying new technology. The disruption implementation projects can cause as well as the issue of staff training can be a big concern. Because the INDeX Solution has been designed specifically for the small to medium sized business, these issues have been taken into account. Many of the integrated applications are enabled by software licence keys which means that there is minimal disruption to business activity when additions or changes to your requirements are made. Enabling hotdesking users, assigning system speed dial numbers and setting profiles for home workers can all be done simply and quickly using the INDeX Management Console which can manage one or more INDeX systems from the same place. The Avaya 20 series range of handsets have clear visual displays that makes access to the features offered to the user very easy and helps minimise staff training.

### **What about support after installation?**

Avaya INDeX Personal Productivity Solutions are sold through our network of Channel Partners. All partners authorised to sell this solution are part of our accreditation program through which they demonstrate their knowledge of the product suite and their ability to deliver quality assured installation and post implementation support. They can advise on how to get the most out of the solution to meet your specific business needs. They will also be on hand to provide support when your business needs change or your organisation grows.

Contact your Avaya representative or Avaya BusinessPartner today for more information.



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